

WHAT IS CLAIMED IS:

1. A system diagnosis apparatus comprising:
an acquisition unit which acquires information on a
utility rate of the system resources and a queue for the system
resources that make the system of a computer;
a memory unit which stores thresholds of the utility rate
and the queue, which thresholds represent the limits at which
said system resource exhibit a desired performance; and
a diagnosis unit which diagnoses that the performance of
the system resource has lowered when the utility rate is higher
than the threshold of the utility rate and the queue is shorter
than the threshold of the queue, or diagnoses that the number
of the system resources is insufficient when the utility rate
is higher than the threshold of the utility rate and the queue
is longer than the threshold of the queue.

2. The system diagnosis apparatus according to claim 1,
further comprising

a system resource determining unit which determines a
system resource capable of giving the desired performance when
it is diagnosed by said diagnosis unit that the performance of
the system resource has lowered, or determines a number of the
system resources capable of giving the desired performance when
it is diagnosed by said system diagnosis unit that the number
of the system resources is insufficient; and

an ordering unit which orders the system resource determined by said system resource determining unit as the system resource for upgrading.

5 3. The system diagnosis apparatus according to claim 2, wherein said ordering unit transmits, utilizing a network, the ordering information on the system resources to a device installed at the supplier of the system resources.

10 4. The system diagnosis apparatus according to claim 1, further comprising a notifying unit which notifies, utilizing a network, the result of diagnosis by said diagnosis unit to the user of the system.

15 5. A system diagnosis apparatus according to claim 2, wherein

 said memory unit stores in correlation to each of said system resource a flag indicating necessity or not of upgrade, which necessity is judged by the user, and

20 said ordering unit orders only the system resources that have a flag that indicate necessity of upgrade out of the system resources determined by said system resource determining unit as the system resources for upgrading.

25 6. The system diagnosis apparatus according to claim 1,

wherein

said acquisition unit acquires information on a response time of the system resources in addition to the utility rate and the queue,

said memory unit stores a threshold of the response, which threshold represents the limits at which said system resource exhibits a desired performance, in addition to the thresholds of the utility rate and the queue, and

10 the result of comparison between the acquired response time and
the threshold of response time.

7. A system diagnosis method comprising the steps of:
acquiring an information on a utility rate of the system
resources and a queue for the system resources that make the
system of a computer,

storing thresholds of the utility rate and the queue, which thresholds represent the limits at which said system resource exhibit a desired performance; and

20 diagnosing that the performance of the system resource has lowered when the utility rate is higher than the threshold of the utility rate and the queue is shorter than the threshold of the queue, or diagnosing that the number of the system resources is insufficient when the utility rate is higher than the threshold of the utility rate and the queue is longer than

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the threshold of the queue.

8. A computer-readable recording medium recording a system diagnosis program for causing the computer to execute the steps of:

acquiring an information on a utility rate of the system resources and a queue for the system resources that make the system of a computer;

10 storing thresholds of the utility rate and the queue, which thresholds represent the limits at which said system resource exhibit a desired performance; and

15 diagnosing that the performance of the system resource has lowered when the utility rate is higher than the threshold of the utility rate and the queue is shorter than the threshold of the queue, or diagnosing that the number of the system resources is insufficient when the utility rate is higher than the threshold of the utility rate and the queue is longer than the threshold of the queue.

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